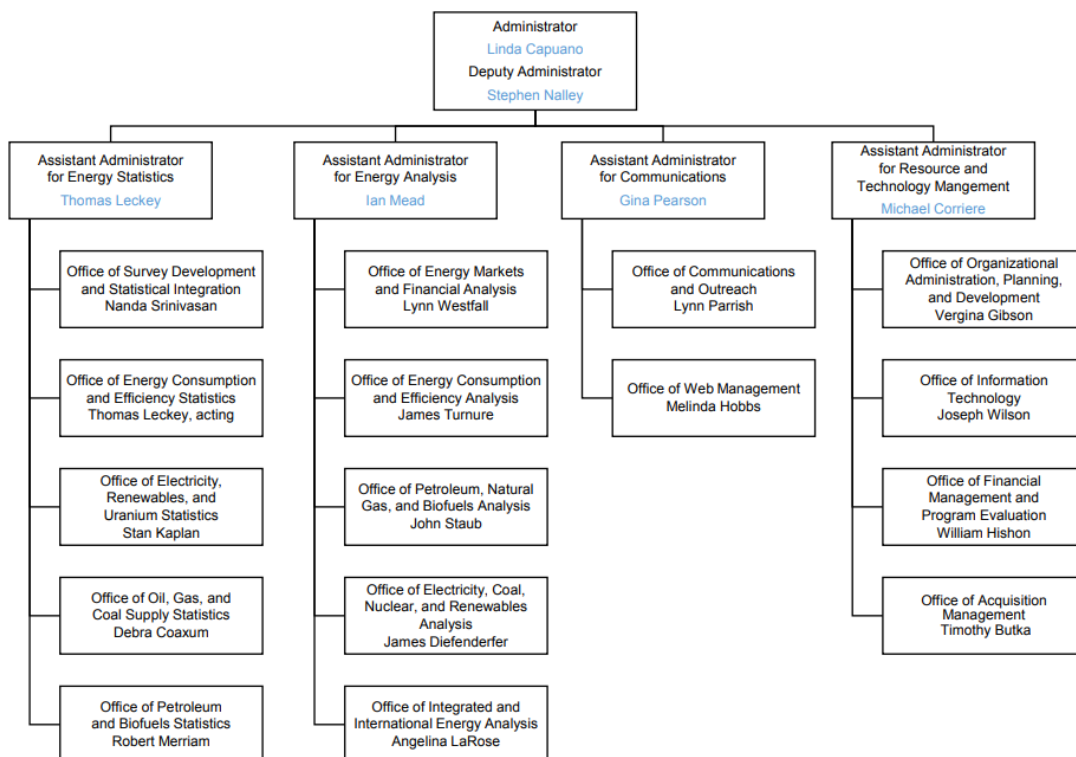


C.1 BACKGROUND

The United States (U.S.) Energy Information Administration (EIA) is an independent statistical and analytical agency within the U.S. Department of Energy (DOE). EIA is the nation's primary Government source of energy information for the Executive Branch, Congress, state governments, industry, and the public. The EIA was created by Congress in 1977. EIA provides policy-independent data, forecasts, and analyses to promote sound policy making, efficient markets, and public understanding regarding energy and its interaction with the economy and the environment.

Specifically, work under this TO will primarily be in support of the Office of Resource and Technology Management (ORTM), which is the functional and technical organization of the executive leadership of EIA, the Administrator, and Deputy Administrator. ORTM has a broad range of oversight and support activities including procurement and liaison activities with the DOE headquarters procurement operations, human capital management development and liaison activities with DOE headquarters personnel operations, financial management, and program management/strategic planning. In performing these and related functions, ORTM cooperates with a wide range of other DOE programs and staff offices.

U.S. Energy Information Administration



June 25, 2018

C.1.1 PURPOSE

The purpose of this TO is to obtain robust overarching support for the EIA, specifically the ORTM. This support will provide operational and analytical assistance for EIA's pre-award and post-award activities. EIA requires support so that it can continue its mission success in supporting energy markets as well as its workforce while maintaining acquisition, financial management, and service quality.

C.1.2 AGENCY MISSION

The ORTM is the functional and technical organization of the executive leadership of EIA, the Administrator and Deputy Administrator. ORTM has a broad range of oversight and support activities, including procurement and liaison activities with the DOE headquarters procurement operations, human capital management development, personnel operations, financial management, and program management/strategic planning. In performing these and related functions, ORTM cooperates with a wide range of other DOE programs and staff offices. More information is available about EIA and ORTM at <http://www.eia.doe.gov>

C.2 SCOPE

The overall scope of this requirement is to provide operational assistance, technical, analytical, and subject matter support to EIA. The scope of this effort supports the continued success of EIA and its mission in supporting the Government's data and policy for energy markets. It is essential that the contractor, together with any proposed subcontractors and consultants, possess a broad scope of capabilities to provide assistance to ORTM in support of the areas listed below.

Such expertise shall include, but is not limited to, the following:

- a. Business process development.
- b. Human capital management planning and execution.
- c. Coordination of technical independent expert reviews.
- d. Business process improvement/strategic planning.
- e. Financial systems analysis.
- f. Basic knowledge of Federal appropriations law.
- g. Knowledge of and compliance with Federal Acquisition Regulations (FAR) and Department of Energy Acquisition Regulation (DEAR) Supplement.
- h. Assisting with project management.

These disciplines and activities will be utilized on an 'as needed' basis and involve the development of processes, the review and evaluation of technical and program data, the generation of findings and recommendations, report of concerns, and the development of good business policies/practices.

C.3 TASKS

C.3.1 TASK 1 –PROGRAM MANAGEMENT

The contractor shall provide program management support under this TO. This includes the management and oversight of all activities performed by contractor personnel, including

subcontractors, to satisfy the requirements identified in this Performance Work Statement (PWS).

C.3.1.1 SUBTASK 1 – MEETINGS

C.3.1.1.1 INITIAL PROJECT KICK-OFF MEETING

The contractor shall schedule and coordinate a Project Kick-Off Meeting (Section F, Deliverable 02) at the location approved by the Government. An agenda for the meeting (Section F, Deliverable 01) shall be submitted in accordance with Section F, and the meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, travel authorizations, and reporting procedures. At a minimum, the attendees shall include Key contractor Personnel, representatives from the directorates, other relevant Government personnel, and the EIA COR. The agenda shall at a minimum include the following discussion items and deliverables:

- a. Points of Contact (POCs) for all parties.
- b. Invoicing requirements.
- c. Personnel discussion (i.e., roles and responsibilities and lines of communication between contractor and Government).
- d. Transition-In Plan (Section F, Deliverable 11), and discussion.
- e. Draft Project Management Plan (PMP) (Section F, Deliverable 04).
- f. Final Baseline Quality Control Plan (QCP) (Section F, Deliverable 08).
- g. Communications Plan (Section F, Deliverable 07).
- h. Technical Status Meeting frequency.

The Government will provide the contractor with the number of Government participants for the Kick-Off Meeting, and the contractor shall provide sufficient copies of the presentation for all present.

The contractor shall draft and provide a Kick-Off Meeting Minutes Report (Section F, Deliverable 37) documenting the Kick-Off Meeting discussion and capturing any action items.

C.3.1.1.2 TECHNICAL STATUS MEETING

The contractor's Program Manager shall convene weekly and/or monthly meeting (defined during the Project Kick-Off Meeting) with the EIA COR and other pertinent Government stakeholders who will be identified post-award. The purpose of these meetings is to ensure all stakeholders are informed of project activities and (for the monthly meeting) the status report, provide opportunities to identify other activities, establish priorities, and coordinate resolution of any identified problems or opportunities. The contractor's PM shall provide minutes of the monthly Technical Status Meetings (Section F, Deliverable 38) including attendance, issues discussed, decisions made, and action items assigned, to the EIA COR. Conference calls are acceptable.

C.3.1.2 SUBTASK 2 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor PM shall develop and provide an MSR (Section F, Deliverable 03) (Section J, Attachment E) to the DOE Technical Point of Contact (TPOC) and the EIA COR. The MSR shall include the following:

- a. Activities during reporting period, by task (include on-going activities, new activities, and activities completed, and progress to date on all above mentioned activities). Each section shall start with a brief description of the task.
- b. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
- c. Personnel gains, losses, and status.
- d. Government actions required.
- e. Schedule (show major tasks, milestones, and deliverables; planned and actual start and completion dates for each).
- f. Summary of trips taken, conferences attended, etc. (attach trip reports to this MSR for reporting period).
- g. Accumulated invoiced cost for each CLIN up to the previous month.
- h. Projected cost of each CLIN for the current month.
- i. Update and manage project deliverables, risk registry, tasks and work packages, and contractor resources.

C.3.1.3 SUBTASK 3 – PREPARE A PROJECT MANAGEMENT PLAN (PMP)

The contractor shall document all support requirements in a PMP. The PMP shall:

- a. Describe the proposed management approach.
- b. Contain detailed Standard Operating Procedures (SOPs) for all tasks.
- c. Include milestones, tasks, and subtasks required in this TO.
- d. Provide for an overall Work Breakdown Structure (WBS) and associated responsibilities and partnerships between Government organizations.
- e. Include the contractor's QCP.

The contractor shall provide the Government with a draft PMP (Section F, Deliverable 04) on which the Government will make comments. The final PMP (Section F, Deliverable 05) shall incorporate the Government's comments.

C.3.1.4 SUBTASK 4 – UPDATE THE PROJECT MANAGEMENT PLAN (PMP)

The PMP is an evolving document that shall be updated at least annually (Section F, Deliverable 06). The contractor shall work from the latest Government-approved version of the PMP to provide updates.

C.3.1.5 SUBTASK 5 – PREPARE A COMMUNICATION PLAN

The contractor shall develop and deliver a Communication Plan (Section F, Deliverable 07) that provides methods, timing, roles, responsibilities, and key messages. The Communication Plan shall describe how the contractor will establish a reliable means of communicating status about

the contract to all appropriate stakeholders. It shall describe what information will be communicated and how it will be communicated, who is responsible for communicating with whom, and when the communication needs to take place. The Communication Plan shall include an escalation process for resolving any communication-based conflict or issue. The contractor shall ensure use of the Communication Plan results in timely problem identification, mitigation, and resolution.

C.3.1.6 SUBTASK 6 – UPDATE BASELINE QUALITY CONTROL PLAN (QCP)

The contractor shall update the QCP submitted with its proposal (Section F, Deliverable 08) and then provide a final QCP as required in Section F (Section F, Deliverable 09). The contractor shall periodically update the QCP, as required in Section F (Section F, Deliverable 10), as changes in program processes are identified.

Within the QCP, the contractor shall identify its approach for providing quality control in meeting the requirements of the TO. The contractor's QCP shall describe its quality control methodology for accomplishing TO performance expectations and objectives. The contractor shall fully discuss its validated processes and procedures that provide high quality performance for each Task Area. The QCP shall describe how the processes integrate with the Government's requirements.

C.3.1.7 SUBTASK 7 – TRANSITION-IN PLAN

The contractor shall update the draft Transition-In Plan (Section F, Deliverable 11) provided with its proposal and provide a final Transition-In Plan as required in Section F (Section F, Deliverable 12). The contractor shall ensure that there will be minimum service disruption to vital Government business and no service degradation during and after transition. The contractor shall implement its Transition-In Plan No Later Than (NLT) 5 calendar days after award, and all transition activities shall be completed 30 calendar days after approval of final Transition-In Plan (Section F, Deliverable 12).

The final Transition-In Plan must be detailed and include start-up activities that may be required to transition to full operational capability to successfully assume all duties under this TO. The final Transition-In Plan must include identification of key transition events and objectives with a corresponding completion timeline. During transition-in, the contractor shall become familiar with performance requirements and establish the management organization.

C.3.1.8 SUBTASK 8 – TRANSITION-OUT PLAN

The contractor shall provide transition-out support when required by the Government. The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to incoming contractor/Government personnel at the expiration of the TO.

The contractor shall draft, maintain, and update complete operational baseline SOP's (Section F, Deliverable 39) that is 100% accessible to the designated Government representatives via a web portal or some other method directed by the Government. The contractor shall overlap with the incoming contractor during the transition-out period, work with Government personnel and the incoming contractor to transfer all knowledge, information, and documentation for all projects and tasks related to this TO. The contractor shall submit a draft Transition-Out Plan (Section F,

Deliverable 13) and a Final Transition-Out Plan (Section F, Deliverable 14) in accordance with Section F.

The Government will work with the contractor to finalize the Transition-Out Plan (Section F, Deliverable 14) in accordance with Section E. At a minimum, this Transition-Out Plan shall be reviewed and updated on an annual basis (Section F, Deliverable 14). Additionally, the Transition-Out Plan shall be reviewed and updated 60 days prior to the performance end date (Section F, Deliverable 14).

The Final Transition-Out Plan must include all pertinent information for a successful transition, to include at a minimum:

- a. Project management processes.
- b. POCs.
- c. Location of technical and project management documentation.
- d. Status of ongoing technical initiatives.
- e. Transition of Key Personnel
- f. Appropriate contractor-to-contractor coordination to ensure a seamless transition.
- g. Schedules and milestones.
- h. Operational Baseline SOP's (Section F, Deliverable 39).
- i. Actions required of the Government.
- j. A final invoice and close-out schedule with the dates and actions to be completed for TO close-out.

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings or as often as necessary to ensure a seamless transition-out.

C.3.2 TASK 2 – BUSINESS PROCESS SUPPORT (BPS)

The contractor shall ensure that, for the current and future EIA projects, project cost, schedule, and performance measures are standardized, monitored, tracked, and administered across EIA's portfolio according to EIA SOP's. There are three major aspects to BPS support: (1) EIAs internal financial control by project, (2) overall EIA income financial management, and (3) project cost, schedule, and financial control tracking.

The types of tasks that may be required during the TO period of performance include, but are not limited to, the following:

- a. Monitor EIA project financials for irregularities and availability of funds on a monthly basis (Section F, Deliverable 16).
- b. Assist EIA management in the development of long-term and/or short-term acquisition strategies and/or briefings.
- c. Assist with coordination, review, and analysis of procurement planning activities with information supplied by EIA technical program officials.
- d. Assist EIA staff in expert review and preparation of technical documentation and other correspondence (particular attention shall be provided for those documents for senior leadership review and/or signature).

- e. Review EIA Office Director's procurement documents for user requirements.
- f. Assist in implementation and facilitate the use of automated procurement document tracking system.
- g. Identify options in either white papers or reports that identify improvements and efficient means to deliver services and information to EIA's internal customers and provide recommendations.
- h. Provide expert advice in procurement best practices and assist with management and administration of procurement programs and projects, including development of procurement presentations and reports, as assigned.
- i. The contractor shall provide expert advice and assistance in business process analysis (Section F, Deliverable 15).
- j. Coordinate strategic planning goals with the contracting objectives, regulations, guidelines, and policies.
- k. The contractor shall conduct reviews of business processes to identify options for process and service improvement to more effectively achieve the organization's mission. The contractor shall conduct benchmarking exercises to analyze and assess business practices to define and substantiate "best practices."

C.3.3 TASK 3 – INDEPENDENT EXPERT REVIEWS, ORGANIZATIONAL STUDIES, AND ANALYSIS SUPPORT

The contractor shall provide support to EIA in the areas of independent expert reviews, organizational studies, and analysis of EIA technical programs and projects as directed by EIA (Section F, Deliverable 17). EIA will provide a list of known expert reviewers for consideration and possible use. Timelines for conducting reviews would vary by type of review, ranging from a few weeks to many months. The contractor's specific tasking may include, but is not limited to, delivery of work products from identified reviewers that would include written and oral reports on findings and recommendations for EIA to consider. The contractor may be required to participate in meetings with EIA staff or management to organize and/or discuss findings during a review process, as tasked.

C.3.4 TASK 4 – HUMAN CAPITAL MANAGEMENT SUPPORT

C.3.4.1 SUBTASK 1 – SENIOR HUMAN CAPITAL MANAGEMENT SUPPORT

The contractor shall provide support services for senior human capital management to assist in human capital management technical, analytical, and related activities including:

- a. Assist in implementing strategic human capital programs based on the latest plans created and ensure each program is operating in compliance with EIA directives and requirements.
- b. Assist in conducting external environmental assessment of other public and private organizations to benchmark best practices in Human Resources (HR) program implementation.
- c. Assist in the collection and analysis of qualitative and quantitative data to understand current agency human capital trends and practices (including alignment with DOE) and

identify what is needed to improve various human capital programs. Methods may include, but are not limited to, one-on-one interviews, focus groups, surveys, and various techniques and technologies for ideation/idea storming.

- d. Assist in conducting internal organizational assessment of EIA's current state and operational capabilities in any human capital functional area. Develop models and recommendations for these new functional areas.
- e. Assist in the production of internal communications materials.
- f. Assist in the development and administration of training programs to facilitate the implementation of human capital programs.
- g. Provide clerical support to senior analyst.
- h. Maintain electronic record of EIA staff wards for EIA tracking system.

The contractor shall use existing work and materials from related projects that have been previously developed by EIA. The Government will provide access to EIA human capital information and tools (e.g., Departmental applications such as Corporate Human Resource Information System (CHRIS)), DOE information, documents, and staff in order for the contractor to complete a comprehensive review and inventory (Section F, Deliverable 53) at Task Order Award.

C.3.4.2 SUBTASK 2 – STRATEGIC HUMAN CAPITAL SUPPORT

EIA requires expert support services in the Strategic Human Capital area. The contractor shall:

- a. Provide support with the employee retention and engagement program management. This may include:
 - 1. Employee recognition.
 - 2. Awards and incentive programs.
 - 3. Engage workforce in high-demand fields.
- b. Assist with mentoring, coaching, and leadership development.
- c. Assist with building leadership and management capabilities through talent and performance management.
- d. Analyze development plans and provide recommendations regarding development programs.
- e. Provide support to the strategic workforce development team with career path planning and development and succession planning.
- f. Analyze Training portfolio and assist with training course development.
- g. Assist with position classification systems and provide subject matter advice in terms of policy and statutes as they relate to labor relations in the Federal sector.
- h. Provide support for recruitment, hiring, and onboarding.
- i. Provide support for workforce planning and analysis.
- j. Assist with Policy and SOPs development.
- k. Assist with change management support.
- l. Provide data analysis and metrics and evaluation support.
- m. Maintain electronic Position Description (PD) library.

- n. Track personnel actions to completion.
- o. Retrieve, deliver, and track HR documents (e.g., personnel actions) from staff, as needed.

The contractor shall facilitate implementation of the human capital programs and shall provide onsite support, as needed, to assist the Strategic Workforce Development Team (SWDT) with ad hoc request.

The contractor shall support the development of a strategic Human Capital Transition Plan (Section F, Deliverable 18) that outlines the steps needed for EIA to successfully transition the monitoring, evaluating, and continued sustainment of the human capital program to the internal SWDT team. The plan shall also identify lessons learned to be utilized in future program implementation. Additionally, the contractor may be required to draft Standard Operating Procedures (SOP's) and policy development.

The contractor shall support the implementation of human capital programs and assist with operationalizing them to ensure a smooth transition and the program's continued success. The contractor shall also provide a Human Capital Evaluation Report (Section F, Deliverable 40) that provides feedback data and lessons learned for all Human Capital implementation programs and operational assessment.

C.3.4.3 SUBTASK 3 – AD HOC REPORTING

The contractor shall provide ad hoc reporting support to EIA, reporting requirements may include:

- a. Staffing requirements analysis (Section F, Deliverable 42).
- b. HR classification analysis, including identification of executive core qualifications (Section F, Deliverable 43).
- c. Employee development plans (Section F, Deliverable 44).
- d. Labor relations policy and statutes research and documentations (Section F, Deliverable 45).
- e. Subject matter input for white papers (Section F, Deliverable 54)
- f. Workforce planning recommendations/white papers (Section F, Deliverable 46).
- g. Assessment of skills gaps within EIA and recommendations (Section F, Deliverable 47).
- h. Demographic and diversity trend analysis (Section F, Deliverable 48).
- i. Contractor recruitment initiatives assessment (Section F, Deliverable 49).
- j. Strategic planning goals assessment with HR objectives/regulations (Section F, Deliverable 50).
- k. Human Capital data analysis and metrics (Section F, Deliverable 51).
- l. Survey development (Section F, Deliverable 52).

C.3.5 TASK 5 - SENIOR EXECUTIVE SERVICE (SES) DEVELOPMENT SUPPORT (OPTIONAL)

The contractor shall provide support to assist the agency in preparing and describing competencies for aspiring senior executive leaders. The contractor shall provide expert advice and support with HR activities to assist the agency in its executive succession planning needs.

The contractor shall support the development of Final Executive Core Qualifications (ECQ) statements (Section F, Deliverable 19) in accordance with timeline identified in section F. The contractor shall coordinate with EIA's Senior Advisor for the Office of Resources and Technology Management (ORTM) to ensure that issues within this task are properly defined, assist with assessment of executive skills needed for and/or processed by potential senior managers, and provide recommendations and/or the solutions necessary to satisfy the agency's executive organizational and mission needs. It is anticipated that up to four SES prospects would require the support through the life of this TO.

C.3.6 TASK 6 – GENERAL ADMINISTRATIVE SUPPORT

C.3.6.1 SUBTASK 1 – ADMINISTRATIVE SUPPORT

The contractor shall provide administrative and office support such as:

- a. Ordering supplies.
- b. Maintaining records management systems.
- c. Provide policy support researching guidelines and circular updates.
- d. Manage and maintain calendars and schedules.
- e. Assistance with invoice preparation for activities associated with Task 6.
- f. Recurring and ad hoc reports.
- g. Drafting memoranda and letters.
- h. Preparation of travel vouchers and other travel related materials.
- i. Preparation of presentations and other documents using word processing, spreadsheet, database, and/or presentation software that are part of the Microsoft (MS) Suite of office applications and web/client-based software within a local area network environment.
- j. Review and proper distribution of incoming correspondence to include memorandums, faxes, emails, reports, etc.
- k. Prepare responses to correspondence containing routine inquiries. Maintain tool to track responses and inquiries. Communicate effectively with all levels of people within and outside the organization, especially executive level officials.
- l. Provide staff reception area support for the Administrator's office.

C.3.6.2 SUBTASK 2 – RECORDS MANAGEMENT (RM) SUPPORT

The contractor shall provide RM support to EIA's records program office. This support shall include, but is not limited to:

- a. Assistance with the planning, developing, and implementation of a progressive records management program consistent with DOE policy, regulations, and National Archives and Records Administration (NARA) directives, including meeting the Office of Management and Budget (OMB) M-12-18 Presidential Directive requirements.
- b. Working closely with the EIA Office of the Chief Information Officer ((OCIO) staff to identify requirements for an email management system designed to develop an enterprise-wide electronics RM system.

- c. Assist with identifying RM priorities, requirements, and alternative technologies in accomplishing the goals of M-12-18.
- d. Provide recommendations for RM plans and provide recommendations for resource utilization required to implement record-keeping solutions.
- e. Recommend Program Office training needs.
- f. Assist DOE to develop and implement customized online training for RM.
- g. Assist with the development of a comprehensive plan to perform records scheduling, disposition, and cleanup of legacy records.
- h. Assist in the development of a new Records Schedule.
- i. Assist in the preparation of end-of-the-year reports to be transmitted to DOE and NARA.
- j. Coordinate with DOE RM office on program requirements.
- k. Recommend business rules, categorization scheme, and metadata requirements for email management implementation.
- l. Work with EIA Program Offices to identify RM requirements to be included in the design and development of new and/or enhancements of existing electronic information systems at EIA.

C.3.7 TASK 7 – FINANCIAL ANALYSIS SUPPORT

The contractor shall provide assistance and support with development, maintenance, administration, and updates of financial information management databases and tools. As part of this task the contractor shall:

- a. Recommend and manage tools and processes to track special initiative funding from allocation to obligation and costing.
- b. Recommend and update selected tools with information to track EIA Omnibus Procurement IV (EOP IV) invoicing by labor category and activity.
- c. Recommend and maintain business intelligence tools for tracking financial metrics from the DOE corporate accounting system, such as obligations and costing by office and function, spending rates, spending projections, and project financial tracking.
- d. Prepare reports that chart monthly obligation and spending projections and actuals.
- e. Recommend and maintain custom reports from the DOE corporate payroll system for tracking the utilization of Full Time Equivalent (FTE) resources by office.
- f. Prepare salary and benefit cost projections based on human capital onboard levels, estimated hiring, and estimated attrition.
- g. Prepare monthly/ad-hoc (Section F Deliverable 20) Financial Reports and processes to track pre-award planning and financial commitments entered in the DOE corporate procurement systems by office or function, and following these activities through budget execution.
- h. Reconcile data from contractor invoicing, the DOE corporate accounting system, the DOE corporate procurement system, and the DOE corporate payroll system upon request.
- i. Perform ad hoc reporting support with locating data, financial analysis, and preparing custom reports from DOE corporate systems.

C.3.8 TASK 8 – PROJECT MANAGEMENT OFFICE (PMO) SUPPORT

C.3.8.1 SUBTASK 1 - PMO SUPPORT

The contractor shall support the following activities and specific tasks:

- a. **Governance:** Recommend and implement business processes, SOP, guidance, templates, and tools, for internal and external use, to standardize EIA project management practices. Conduct a top to bottom review of all PMO policies, guidelines, tools, and templates published on Inside EIA and prepare recommendations on content to be updated (Section F, Deliverable 21). Support the implementation of content updates at the schedule and direction of PMO.
- b. **Portfolio management:** Based on industry best practices, the contractor shall provide recommendations and implement processes, tools, and guidelines for project selection, portfolio management, and communications. Provide support with the Portfolio Review process. Recommend and implement project data reporting processes and tools (e.g., SharePoint) based on PMO templates to control workflows and automate reporting capabilities. Assist the PMO PM's to update all Project Status Summary slides (Section F, Deliverable 22), input financial data, and provide quality assurance review based on PMO SOP.
- c. **Metrics:** Recommend and implement processes to identify, collect, and manage Key Performance Indicators (KPI) for the PMO and enterprise portfolio projects. Collect data on PMO KPI metrics and present results to the PMO (Section F, Deliverable 23).
- d. **Assessment:** The contractor shall provide continuous process assessment for enterprise portfolio projects, advise and conduct assessments of the impacts from the PMO and enterprise portfolio projects, support the use of a Maturity Models and provide suggestions for improvement where needed. Prepare an assessment that includes a review of PMO progress against prior year goals, a cost benefit analysis, an update of the PMO maturity model and recommendations for the year ahead (Section F, Deliverable 24).
- e. **Project Management Training and Development:** Support implementation of an effective Training and Development strategy with an integrated and customized approach to competency-based skill development including classroom training, credentialing, Community of Practice, mentoring, coaching, and rotations. Support all aspects of the delivery and facilitate an assigned portion of the EIA's Project Management Principles course (Section F, Deliverable 25). Support the planning, day of logistics, and presentations provided in Project Management Community of Practice (COP) sessions.
- f. **Training assessment:** For each training event, the contractor shall design, issue, collect data, and analyze results of training evaluations (Section F, Deliverable 26). Support market research, evaluations, and development of training curriculums to be delivered by the PMO to the EIA project management community.
- g. **Talent Management:** Support development of competencies for DOE EIA program managers consistent with the Program Management Improvement and Accountability Act (PMIAA), the identification and delivery of Program Management trainings and policy on credentialing programs. Conduct a Gap Analysis Study (Section F, Deliverable 27) of the level of maturity among EIA managers in the fifteen Program Management standards defined in the OMB implementation guidance for the PMIAA and provide

recommendations for targeted trainings to address those organizational weaknesses. Design and implement a program/project management training needs assessment (Section F, Deliverable 28) and process for maintaining employee training data.

- h. **Benchmarking:** Research and provide briefings for PMO staff on Federal regulations and industry trends and best practices in Project Management relevant to EIA.
- i. **Financial Tracking:** Support the implementation of SOPs and tools for tracking project funding allocations, obligations, and spending through financial systems where possible. Develop a Financial Profile Report (Section F, Deliverable 29) on the EIA programs as defined by PMO and EIA Strategic Plan that includes data on five-year obligation plan, five-year spending plan, obligations and spending to date, major acquisition actions and Federal FTE costs. Design data collection process (Section F, Deliverable 30) for collecting program financial profile data.
- j. **Knowledge Management:** Identify and support implementation of SOPs for project document management through network drives, SharePoint, intranet, and other sources. Assist with the development of an SOP for SharePoint users that addresses each feature of the PMO Project Site template.
- k. **Administrative:** Complete administrative tasks, as assigned, such as scheduling meetings, setting up WebEx, taking meeting minutes, documenting attendance, logistics support, and preparing materials. Compile materials into PowerPoint presentations (Section F, Deliverable 31) in accordance with EIA style and support timely updates of multiple iterations based on PMO team feedback. Conduct web research on various program and project management topics as assigned, including market research. Prepare and present executive summaries of research findings (Section F, Deliverable 32).
- l. **Intranet Communications:** Prepare, transmit, and follow-up with Office of Communications staff to ensure that Inside EIA materials are updated within a week of request. Scan Inside EIA content on a monthly basis and identify for PMO content that should be updated. Create a Project Management Inside EIA news article (Section F, Deliverable 33) to be published on Inside EIA.
- m. **Standardization of policies and SOPs:** Support a framework for development of consistent policies standards and procedures across EIA. Activities shall include development of common PMO Templates (Section F, Deliverable 34) for EIA policy, guidance, and SOP. Inventory existing policy on Inside EIA and elsewhere. Assist with the preparation of guidance addressing roles for updating and reviewing policy and dissemination and communications responsibilities.
- n. **Stage Gate Development Process:** Support the development of new templates, requirement documents, and procedures to support the product development lifecycle. Conduct an assessment and report on the extent which the PMO has integrated Stage Gate principles and the EIA Strategic Plan into its Portfolio Review process and provide recommendations (Section F, Deliverable 35).
- o. **Quality management:** Leverage industry best practices (e.g., Lean Six Sigma) to design and implement a more standardized quality process to minimize errors and streamline review cycles, including operational readiness review and release procedures, and the development of standard and process metrics. Conduct a Gap Analysis Study (Section F, Deliverable 27) of the state of quality management processes across EIA programs,

identify weaknesses and opportunities, develop quality metrics, and design a pilot for improving quality management within four programs.

C.3.8.2 SUBTASK 2 - PROJECT SUPPORT

The contractor shall support the following activities and specific tasks:

- a. Serve as liaison with different EIA project teams to assure application of PMO standards. Provide technical support in one or more specific areas associated with project execution. Ensure PMO project tracking requirements are delivered on time and of sufficient quality to not require extensive rework.
- b. Support the implementation of the Federal Project Manager's decisions and adhere to EIA PMO standards to assist in controlling the project's scope, schedule, budget, and quality standards.
- c. Provide updates to the project schedule, resourcing plan, and risk register and ensure updates are made according to the agreed upon due dates.
- d. Facilitate prompt turnaround of project materials, such meeting minutes, in a timeframe agreed upon with the Federal Project Manager.
- e. Perform reviews of project management documents to ensure they are technically accurate, clearly organized, in plain language, routinely error free, and in appropriate formats.
- f. Facilitate a monthly decisional meeting with the PMO, core project team, and Federal Project Managers. Attend those meetings and provide senior-level project management guidance to the project teams.
- g. Provide inputs on the Executive Summary (Section F, Deliverable 36) to PMO team on a weekly basis, and provide objective assessments of risks and issues on the project.
- h. Assist with the preparation of decisional memos for PMO or Federal PM for senior leadership.
- i. Ensure that PMPs are in place for each project supported, and support the Federal Project Manager in conducting revisions, re-baselining, or corrective action plans as required.
- j. Support the timely and efficient development and routing of Charters for new projects as assigned.

C.3.9 TASK 9 – ACQUISITION MANAGEMENT SUPPORT

The contractor shall provide Contract Specialist (CS) support to assist with the acquisition and administration activities for a broad range of EIA-wide contracts and acquisition vehicles. The EIA contract portfolio consists of approximately 220 contracts that range from cost reimbursable type contracts to FFP type contracts. EIA's contract portfolio actions include, but are not limited to, procurement of subscriptions (and acquisition planning for new subscriptions), inter-agency agreements, simplified acquisitions, completing Pre/Post Negotiation Memorandums (PNM's), contract/TO modifications, extensions, and transition/competition of TOs. The contractor shall provide support managing and utilizing diverse contractual instruments, possess knowledge of statutory and regulatory changes, mastery of the FAR, and possess excellent customer service skills.

Contractor support services shall include the following:

- a. Prepare and maintain pre-award and post-award contractual documentation and files (Section F, Attachment 41).
- b. Ensure contract documentation/files are complete and filed in accordance with EIA standard procedures.
- c. Provide acquisition input, as appropriate, to include acquisition strategy, problem resolution, and suggest contract alternatives and options.
- d. Distribute contractual documents, if applicable.
- e. Provide contractual correspondence support to the FEDSIM CO, CS, and DOE COR.
- f. Interface with EIA SMEs and CORs to prepare acquisition materials in a timely manner.
- g. Provide recommendations and implement selected alternatives, tools, and processes for tracking the status of pre-award acquisitions.

C.3.10 TASK 10 – AMERICAN SIGN LANGUAGE (ASL) SUPPORT

The contractor shall arrange for a licensed sign language professional to attend meetings and interpret for disabled staff with 24 hours advanced notice. Historically, this task supports approximately two, two-hour sessions per week for recurring meetings/discussions, and also two, two-hour sessions annually for All Hands meetings.

TASK ORDER (TO)

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DOE1 Support Services

in support of:

**United States (U.S.) Department of Energy
(DOE) U.S. Energy Information
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